



TORQ Analysis of Dispatchers, Except Police, Fire, and Ambulance to Secretaries, Except Legal, Medical, and Executive




INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Dispatchers, Except Police, Fire, and Ambulance	43-5032.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Secretaries, Except Legal, Medical, and Executive	43-6014.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:













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Ability TORQ				Skills TORQ				Knowledge TORQ			
Level		94		Level		90		Level		79	
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Expression	53	12	68	Writing	60	7	70	Clerical	85	30	88
Written Comprehension	51	9	78	Active Listening	61	2	81	Customer and Personal Service	70	20	74
Near Vision	55	7	68					English Language	59	17	71
Oral Comprehension	55	2	87								
Category Flexibility	44	2	59								

LEVEL and IMPT (IMPORTANCE) refer to the Target Secretaries, Except Legal, Medical, and Executive. GAP refers to level difference between Dispatchers, Except Police, Fire, and Ambulance and Secretaries, Except Legal, Medical, and Executive.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Dispatchers, Except Police, Fire, and Ambulance	Secretaries, Except Legal, Medical, and Executive	Importance
Oral Comprehension	 53	 55	 87
Oral Expression	 59	 55	 81
Written Comprehension	 42	 51	 78
Speech Recognition	 55	 55	 75



Speech Clarity		50	42	75
Information Ordering		53	51	72
Written Expression		41	53	68
Near Vision		48	55	68
Problem Sensitivity		50	46	62
Deductive Reasoning		50	44	59
Category Flexibility		42	44	59
Selective Attention		42	35	53
Inductive Reasoning		44	42	50

Skill Level Comparison - Abilities with importance scores over 69

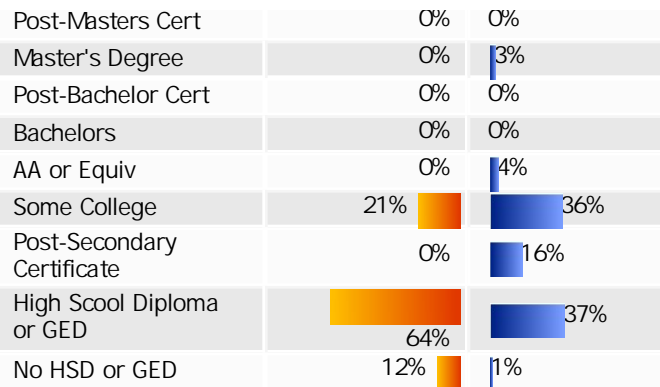
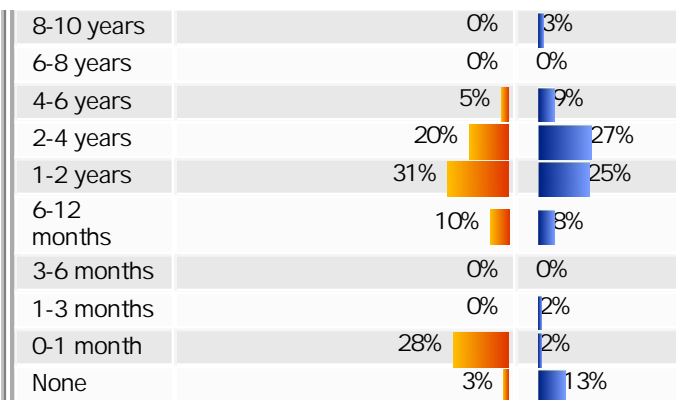
Description	Dispatchers, Except Police, Fire, and Ambulance	Secretaries, Except Legal, Medical, and Executive	Importance
Active Listening	<div><div></div></div> 59	<div><div></div></div> 61	<div><div></div></div> 81
Reading Comprehension	<div><div></div></div> 61	<div><div></div></div> 59	<div><div></div></div> 77
Time Management	<div><div></div></div> 56	<div><div></div></div> 50	<div><div></div></div> 72
Writing	<div><div></div></div> 53	<div><div></div></div> 60	<div><div></div></div> 70
Speaking	<div><div></div></div> 60	<div><div></div></div> 56	<div><div></div></div> 70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Dispatchers, Except Police, Fire, and Ambulance	Secretaries, Except Legal, Medical, and Executive	Importance
Clerical	<div><div></div></div> 55	<div><div></div></div> 85	<div><div></div></div> 88
Customer and Personal Service	<div><div></div></div> 50	<div><div></div></div> 70	<div><div></div></div> 74
English Language	<div><div></div></div> 42	<div><div></div></div> 59	<div><div></div></div> 71

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Dispatchers, Except Police, Fire, and Ambulance	Secretaries, Except Legal, Medical, and Executive	Description	Dispatchers, Except Police, Fire, and Ambulance	Secretaries, Except Legal, Medical, and Executive
10+ years	0%	4%	Doctoral	0%	0%
			Professional Degree	0%	0%



Dispatchers, Except Police, Fire, and Ambulance

Secretaries, Except Legal, Medical, and Executive

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

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Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

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These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

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Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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Tasks

Dispatchers, Except Police, Fire, and Ambulance

Secretaries, Except Legal, Medical, and Executive

Core Tasks

Core Tasks

Generalized Work Activities:

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

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- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

Specific Tasks

Specific Tasks

Occupation Specific Tasks:



- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.
- Arrange for necessary repairs to restore service and schedules.
- Confer with customers or supervising personnel to address questions, problems, and requests for service or equipment.
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- Ensure timely and efficient movement of trains according to train orders and schedules.
- Monitor personnel or equipment locations and utilization to coordinate service and schedules.
- Order supplies and equipment, and issue them to personnel.
- Oversee all communications within specifically assigned territories.
- Prepare daily work and run schedules.
- Receive or prepare work orders.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- communicate technical information
- compile numerical or statistical data
- coordinate equipment or personnel in mechanical repair setting
- determine specifications
- determine work priority, crew or equipment requirements
- direct and coordinate highway transportation activities
- direct human or vehicle traffic
- evaluate importance of incoming telephone calls
- expedite freight movement
- explain traffic or transportation situations concisely
- fill out business or government forms
- identify best itinerary based on knowledge of routes

Occupation Specific Tasks:

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Collect and disburse funds from cash accounts, and keep records of collections and disbursements.
- Complete forms in accordance with company procedures.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Conduct searches to find needed information, using such sources as the Internet.
- Coordinate conferences and meetings.
- Establish work procedures and schedules, and keep track of the daily work of clerical staff.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Learn to operate new office technologies as they are developed and implemented.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Mail newsletters, promotional material, and other information.
- Maintain scheduling and event calendars.
- Make copies of correspondence and other printed material.
- Manage projects, and contribute to committee and team work.
- Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
- Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Order and dispense supplies.
- Prepare and mail checks.
- Provide services to customers, such as order placement and account information.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Supervise other clerical staff, and provide



- maintain records, reports, or files
- maintain telephone logs
- make decisions
- manage inventories or supplies
- monitor public transportation system operation
- order or purchase supplies, materials, or equipment
- oversee activities related to dispatching, routing, or tracking transportation vehicles
- prepare reports
- provide customer service in surface transportation
- read maps
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- schedule activities, classes, or events
- schedule air or surface pickup, delivery, or distribution of product
- schedule employee work hours
- schedule facility or property maintenance
- take messages
- use computers to enter, access or retrieve data
- use local or regional geographical knowledge to transportation
- use telephone communication techniques
- use two-way radio or mobile phone

Technology - Examples

Aviation ground support software

- Bornemann Associates Flight Plan
- Sabre software

Customer relationship management CRM software

- Command Alkon COMMANDconcrete
- Digital Gateway e-automate

Data base reporting software

- Locomotive distribution software

Data base user interface and query software

- Database software
- Sky Scheduler software

Electronic mail software

- Email software

Enterprise resource planning ERP software

- TMW PowerSuite

Expert system software

training and orientation to new staff.

- Take dictation in shorthand or by machine, and transcribe information.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- arrange teleconference calls
- assist with business or managerial research
- compile data for financial reports
- compile itinerary of planned meetings or activities
- develop travel itinerary
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- document provision of administrative services
- enter time sheet information
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- maintain administrative services procedures manual
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- make travel reservations
- paste up materials to be printed
- perform typing or data entry for extended duration
- prepare billing statements
- prepare contract documents
- prepare corporate minute books
- prepare financial reports
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process invoices
- process payroll documents, records, or checks
- provide technical support to computer users
- publicize job openings



- Computer aided dispatching auto routing software

- Rail Traffic Track Warrant Control System

Internet browser software

- Web browser software

Map creation software

- ESRI ArcIMS

- Geomechanical design analysis GDA software

Mobile location based services software

- Air-Trak Cloudberry

- Global positioning system GPS software

- Mobile data terminal MDT equipment

- Resource management software

- Situation resource tracking software

- Transportation management software

Office suite software

- Microsoft Office

Route navigation software

- Routing software

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- Call management systems CMS

- Desktop computers

- Voice over internet protocol VoIP systems

- Dispatch servers

- Personal computers

- Switch controls

- Centralized traffic control units

- Multi-line telephone systems

- Teletypewriters TTY

- Touch screen monitors

- Mobile radios

- reconcile or balance financial records
- route multi-line telephone calls
- schedule meetings or appointments
- schedule or contract meeting facilities
- schedule real estate closings
- take dictation
- take meeting notes
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use desktop publishing software
- use oral or written communication techniques
- use shorthand writing procedures
- use spreadsheet software
- use word processing or desktop publishing software
- write business correspondence
- write employee orientation or training materials

Technology - Examples



- Job dispatch and vehicle tracking systems

Labor Market Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	Secretaries, Except Legal, Medical, and Executive	Difference
Median Wage	\$ 31,480	\$ 28,260	\$(3,220)
10th Percentile Wage	\$ 22,760	\$ 20,720	\$(2,040)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 39,050	\$ 32,700	\$(6,350)
90th Percentile Wage	\$ 51,640	\$ 37,620	\$(14,020)
Mean Wage	\$ 34,430	\$ 28,580	\$(5,850)
Total Employment - 2007	870	10,400	9,530
Employment Base - 2006	798	10,805	10,007
Projected Employment - 2016	789	10,121	9,332
Projected Job Growth - 2006-2016	-1.1 %	-6.3 %	-5.2 %
Projected Annual Openings - 2006-2016	20	172	152

National Job Posting Trends

Trend for Dispatchers, Except Police, Fire, and Ambulance

Trend for Secretaries, Except Legal, Medical, and Executive



Job Trends from Indeed.com

— Dispatcher — Secretary



Data from [Indeed](http://Indeed.com)

Recommended Programs

Administrative Assistant/Secretarial Science, General

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu

Executive Assistant/Executive Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu



Northern Maine Community College

33 Edgemont Dr

Presque Isle

www.nmcc.edu

Maine Statewide Promotion Opportunities for Dispatchers, Except Police, Fire, and Ambulance

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5032.00	Dispatchers, Except Police, Fire, and Ambulance	100	2	870	\$31,480.00	\$0.00	-1%	20
43-6011.00	Executive Secretaries and Administrative Assistants	88	3	3,330	\$38,830.00	\$7,350.00	6%	76
43-5011.00	Cargo and Freight Agents	88	2	170	\$40,360.00	\$8,880.00	5%	5
43-3061.00	Procurement Clerks	87	3	0	\$33,300.00	\$1,820.00	-2%	5
11-3071.01	Transportation Managers	85	3	710	\$62,270.00	\$30,790.00	5%	25
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$13,730.00	-2%	21
43-9011.00	Computer Operators	84	3	230	\$33,120.00	\$1,640.00	-30%	4
13-1071.01	Employment Interviewers	84	3	610	\$41,200.00	\$9,720.00	10%	19
43-4011.00	Brokerage Clerks	83	3	270	\$39,120.00	\$7,640.00	-13%	8
43-6012.00	Legal Secretaries	83	3	1,300	\$33,360.00	\$1,880.00	5%	29
43-5051.00	Postal Service Clerks	83	2	580	\$44,780.00	\$13,300.00	-3%	13
13-1031.01	Claims Examiners, Property and Casualty Insurance	83	3	1,570	\$49,360.00	\$17,880.00	3%	44
43-5061.00	Production, Planning, and Expediting Clerks	83	2	1,320	\$38,490.00	\$7,010.00	-1%	35
11-9131.00	Postmasters and Mail Superintendents	82	3	420	\$55,200.00	\$23,720.00	-5%	10
13-2053.00	Insurance Underwriters	82	3	460	\$56,090.00	\$24,610.00	-1%	12

Top Industries for Secretaries, Except Legal, Medical, and Executive



Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Elementary and secondary schools, public and private	611100	11.25%	218,150	204,499	-6.26%
Colleges, universities, and professional schools, public and private	611300	6.03%	116,958	116,394	-0.48%
Religious organizations	813100	5.44%	105,567	112,696	6.75%
Local government, excluding education and hospitals	939300	4.86%	94,229	94,165	-0.07%
General medical and surgical hospitals, public and private	622100	3.43%	66,453	65,445	-1.52%
Employment services	561300	2.73%	53,030	59,704	12.59%
Legal services	541100	2.43%	47,149	46,068	-2.29%
State government, excluding education and hospitals	929200	2.35%	45,542	39,754	-12.71%
Offices of physicians	621100	2.28%	44,305	49,652	12.07%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.85%	35,969	37,948	5.50%
Federal government, excluding postal service	919999	1.65%	32,063	26,963	-15.91%
Offices of real estate agents and brokers	531200	1.65%	31,942	34,610	8.35%
Insurance agencies and brokerages	524210	1.65%	32,011	32,210	0.62%
Self-employed workers, primary job	000601	1.37%	26,560	25,171	-5.23%
Residential building construction	236100	1.35%	26,284	26,330	0.17%

Top Industries for Dispatchers, Except Police, Fire, and Ambulance

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
General freight trucking	484100	14.30%	27,194	27,683	1.80%
Local government, excluding education and hospitals	939300	5.95%	11,323	11,448	1.10%
Specialized freight trucking	484200	4.76%	9,061	9,185	1.37%
Taxi and limousine service	485300	4.49%	8,533	8,564	0.36%
Plumbing, heating, and air-conditioning contractors	238220	3.76%	7,144	7,261	1.63%
Freight transportation arrangement	488500	3.31%	6,306	7,194	14.08%
Security systems services	561620	2.81%	5,339	6,453	20.87%
Support activities for road transportation	488400	2.69%	5,124	5,071	-1.04%
Couriers	492100	2.68%	5,093	4,925	-3.29%
Cement and concrete product manufacturing	327300	2.53%	4,816	4,705	-2.31%
Automobile dealers	441100	1.98%	3,771	3,850	2.10%



Cable and other program distribution	517500	1.89%	3,588	4,373	21.89%
Management of companies and enterprises	551100	1.87%	3,559	3,692	3.75%
Electrical contractors	238210	1.73%	3,293	3,107	-5.63%
Rail transportation	482100	1.58%	3,002	2,325	-22.54%